



# ENGINEERED FLOORING PRODUCT WARRANTY

## PRODUCT SUPPLY ONLY – NO INSTALLATION

Warranty in favour of (beneficiary):

---

Date of Warranty:        /        /        Date of Supply of the Products:        /        /

---

Premises Supplied:

---

---

Installation Company:

---

Date of Installation:        /        /

---

Product(s) Supplied:

---

---

---

## Structural Warranty

Pentarch Forestry's engineered flooring is sold with a 25 year structural warranty that covers warping or twisting of any board, in accordance with the conditions listed below, and as a result of product manufacturing faults or defects. Warping and twisting refers to a board independently distorting when compared to adjacent boards. This warranty does not cover cupping or doming. Cupping and doming are caused by factors relating to the installation of Pentarch Forestry's engineered flooring and are outside the control of the manufacturer.

Pentarch Forestry's engineered flooring must be installed and maintained in accordance with our Installation Instructions (inside each pack) and Care & Maintenance Guidelines (available in store or online from Pentarch Forestry's website).

Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this or, to the extent allowed by law, any other warranty.

## Who is Covered?

The warranty period commences on the date of purchase. This warranty is offered to the original purchaser and is not transferrable unless it was a builder or developer who purchased the flooring. In this case, the owner of the property 12 months after the purchase of the Pentarch Forestry's engineered flooring will be entitled to cover under this warranty.

## What is Not Covered?

- Wear that may be associated with water or liquid damage from any source (moisture ingress from any source into the board). Scratches, stains or indentations of any type are also not covered by this warranty.
- Wear or structural deformation that may be associated with improper installation or improper maintenance procedures. Installation Instructions are supplied in every pack of Pentarch Forestry's engineered flooring.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Damage, intentional or accidental, caused by abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items etc.
- Labour charges associated with any rectification work. In some cases, and only when a floor has been professionally installed by the retailer or place of purchase, reasonable labour costs may be considered, at the sole discretion of Pentarch Forestry.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Repainting, removal of fixtures or furniture, accommodation and any other costs are specifically excluded from this warranty.

## How to Make a Warranty Claim and What is Covered?

1. To make a claim under the warranty, contact the retailer that the Pentarch Forestry's engineered flooring was purchased from. Ensure you have proof of purchase. If the retailer is no longer trading contact Pentarch Forestry direct.
2. The retailer will contact Pentarch Forestry to arrange an inspection of the Pentarch Forestry's engineered flooring.
3. Pentarch Forestry will make a determination (approving or rejecting) the warranty claim and will notify the consumer of the outcome in writing.
4. Remedies will be at the sole discretion of Pentarch Forestry and will be tailored to suit individual circumstances. Remedies can vary depending on the condition of the floor and warrantable area from full floor replacement to the repair of individual boards. Should board replacement be necessary, new boards from the current batch will be supplied to replace or repair boards.
5. This warranty is in addition to, and has no impact on, the statutory rights of any consumer. Claims must be lodged by contacting the retailer from where the flooring was purchased within 30 days of the problem being noticed.

## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Acceptable Quality

Pentarch Forestry's Timber is fit for use in internal environments / installations and should not be used externally. Pentarch Forestry's Timber should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas.

## Surface Condition

As Pentarch Forestry's Timber is a natural product, small blemishes in the coated surface and textured undulations are considered normal. Gaps that appear between boards as a result of seasonal or environmental changes can also be expected with this product. The coating used to prefinish Pentarch Forestry's Timber is not scratch or chip "proof" and therefore reasonable care should be taken to avoid scratching, indentations and chips from occurring in Pentarch Forestry's Timber. In addition, some gloss variation between boards installed may occur.

Gloss variation, indentations, scratches, chips, gaps or small blemishes are NOT considered either defects or failures of the Pentarch Forestry's Timber product. This does not reduce or diminish any statutory consumer rights. We suggest the consumer obtain installation warranties from the installation company or individual completing the installation.

Note: Variations within a timber species are normal, therefore photographs, samples and displays can only be indicative of colour and should not be used for final selection. It is normal for natural timber products to react to changes in atmospheric and environmental conditions such as humidity and temperature.

[www.pentarch.com.au/timberproducts.html](http://www.pentarch.com.au/timberproducts.html)

National free call 1800 818 317

©2022 PENTARCH FORESTRY PTY LTD (ABN 22 159 663 420). Pentarch Forestry and the Pentarch Forestry logo are trade marks or registered trade marks of PENTARCH FORESTRY PTY LIMITED or one of its subsidiaries. PEN\_0102

